Automate reports "12002 the operation timed out" error

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT v8.2 and later

DISCUSSION

In EFT, if you are running multiple concurrent Automated Workflows that may take some time to complete (usually when the action to complete can take longer than 60 seconds) and you experience failures (such as EFT is logging error "12002: The operation timed out") you can add this advanced property to the advancedproperty.json file. This advanced property sets Automate's REST API request timeout and should be set to a time (in seconds) longer than it would take for the task to complete.

Add the name:value pair below to the AdvancedProperties.JSON file:

```
{
"AutomateRestApiRequestTimeoutSecs": 120
}
```

The default value is 60, minimum value is 15, and maximum is 300.

For details of using advanced properties, refer to KB article 11526, Advanced Properties.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11634/Automate-reports-12002-the-o...